

Thinking about...

Earning Your PHR and SPHR Certification?



The Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certificates demonstrate that you **meet national standards of knowledge and performance** for Human Resources (HR) professionals. You can even ask questions from an HR expert!

The PHR and SPHR certificates acknowledge that you are proficient in a number of HR areas, especially those related to legislation and employee rights. The PHR and SPHR exams ensure that you know how to handle **challenging interpersonal and legal situations** that occur in your organization. Here is a selection of titles that can help you supplement your experience in HR and prepare you for the PHR and SPHR certificate exams.

Corporate Learning and Development encourages you to pursue PHR and SPHR certification.

You can complete work in the comfort of your home office and even ask questions from an HR expert.

EXPLORE THE HR PROFESSIONAL KNOWLEDGECENTER



HR Professional KnowledgeCenter

Multimedia/Web Portal

- Find relevant literature related to HR.
- View web-based training that helps you understand HR's role within the organization.
- Refine your knowledge of HR for the PHR and SPHR certificate exams.
- Visit websites of interest.

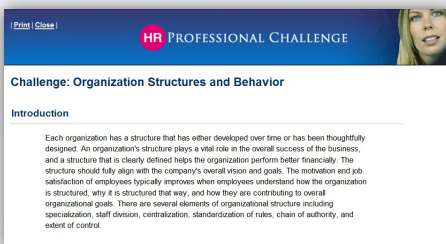
Resources can be accessed at these **affiliated member sites**:

- Society for Human Resources Management (SHRM)
- Human Resources Certification Institute
- American Society for Training Development (ASTD)
- U.S. Office of Performance Management (OPM)

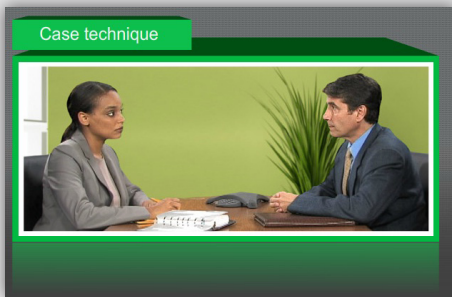
Challenge: Organization Structures and Behavior

Interactive multimedia

Found in *HR Knowledge Center*



- Test your **decision-making abilities** with a challenge that changes monthly.
- Read a scenario, consider questions, and view a solution written by Human Resources experts.



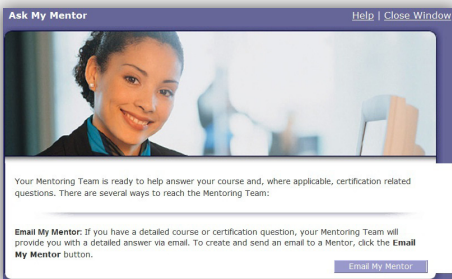
Conducting Interviews: Asking The Right Questions

Interactive multimedia

Found in *HR Knowledge Center*

7 minutes

- Learn how to use questions to assess qualifications and correct organizational fit.
- See **video examples** of the traditional interviewing technique, situational interviewing technique, the case interviewing technique, (which involves asking how the candidate would respond to a detailed, hypothetical situation,) and the behavioral interviewing technique.



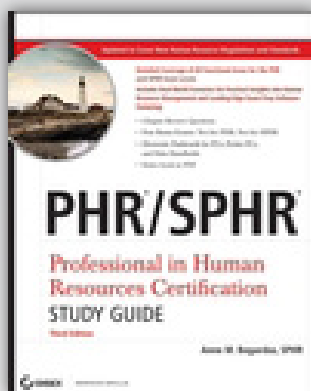
Ask My Mentor

Interactive multimedia

Found in *HR Knowledge Center*

- Allows you to **chat online** with an experienced professional.
- If you have a more detailed question, you can email it and receive a detailed answer.

VISIT **BOOKS 24X7** TO FIND THESE TITLES



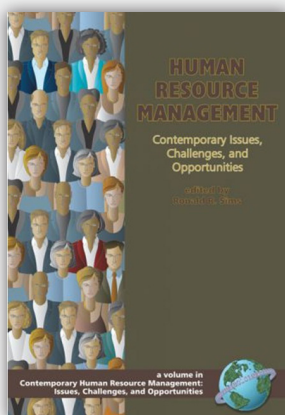
PHR/SPHR: Professional in Human Resources Certificate Study Guide, Third Edition

Anne M. Bogardus

Print

Found in *Books 24x7*

- Find a full summary of the PHR and SPHR certificate examination process.
- Get a full summary of PHR and SPHR certificate examination requirements.
- Complete **practice questions** to prepare for the exam.
- Locate additional resources for studying, such as electronic flashcards.



Human Resource Management: Contemporary Issues, Challenges, and Opportunities

Ronald R. Sims

Print

Found in *Books 24x7*

- Learn how the quality of people and their engagement will increasingly be key factors in **organizational vitality, survival, and growth**.
- Topics include compensation, staffing, and affirmative action.
- Focuses on activities that create an integrated Human Resource Management (HRM) system.

FIND THESE ONLINE COURSES IN eLMS

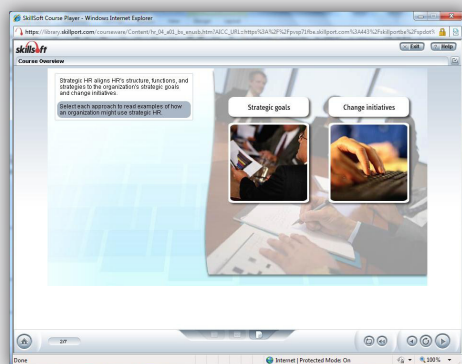
NAVIGATIONAL INSTRUCTIONS

First Visit

1. Log-in to eLMS.
2. Search for a course by title or keyword.
3. Add the content to your To-Do list.
4. Select the direct link that is now in your To-Do list.
5. Select "Go to Content."

Future Visits

If earning credit or demonstrating course completion is important to you, always select the direct link in your To-Do list.



HR's Strategic Role in the Organization

Web-based training
Found in eLMS

Length: 1 Hour

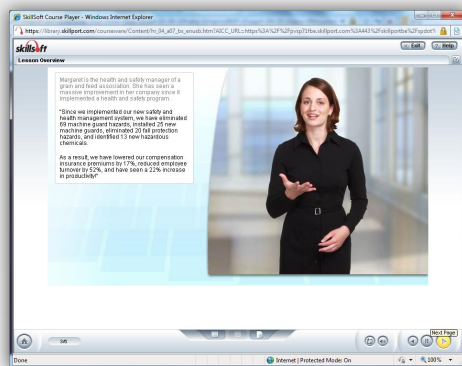
- Do you know the difference between traditional and strategic HR?
- Are you ready for the changes in the HR field?
- Are you prepared to demonstrate your knowledge of the new direction of the HR field on the SPHR certificate exam?
- This course will answer all these questions and provide real-world examples of situations you will confront in HR.
- Test questions in this course will help you review material in anticipation of the SPHR certificate exam.

TestPrep Project Management Professional (PMP) PMBOK® Guide Fourth Edition Aligned

Web-based training
Found in eLMS

Length: 2 Hours

- Do you know how to ensure the health and safety of employees in your organization?
- Scenarios allow you to explore **strategies** to lower the risk faced by employees.
- Develop programs that comply with the Occupational Health and Safety Act (OSHA).
- Test questions in this course ensure that you have reviewed topics covered in the SPHR certificate exam.

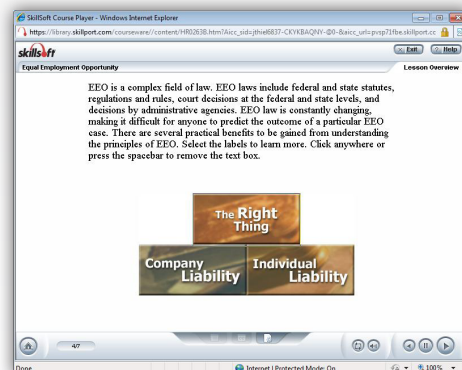


Affirmative Action and the EEO

Web-based training
Found in eLMS

Length: 2.5 Hours

- Do you know the legal basis for Equal Employment Opportunity (EEO)?
- Do you know the rationale behind Affirmative Action policies?
- Familiarize yourself with regulations and how your organization must implement them.
- Test questions ensure that you are familiar with these topics for the PHR certificate exam.



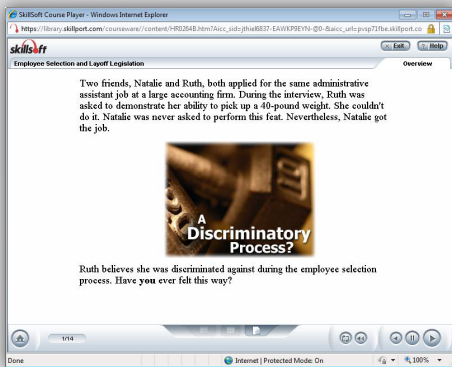
Employee Management

Web-based training

Found in eLMS

Length: 2.5 Hours

- Are you prepared to answer questions on the PHR about employee rights?
- This course provides an overview of major legislation that protects employee rights.
- Understand how to ensure your organization complies with the law.
- Test questions help you review the material in anticipation of the PHR certificate exam.



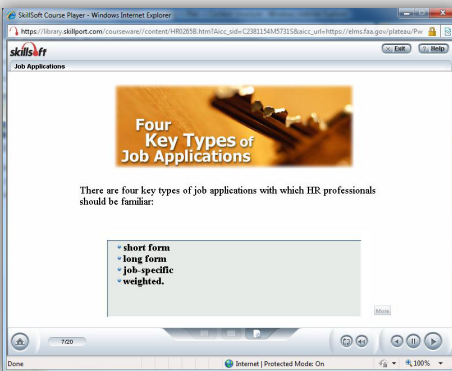
Recruiting and Selecting Candidates

Web-based training

Found in eLMS

Length: 2 Hours

- Do you need to attract the **best talent?**
- Do you wonder how to hire the best person for the job?
- Do you have high turnover rates?
- This course describes HR strategies to optimize recruitment, diversify your talent pool, and retain the best employees.
- Test questions in this course help you review material in anticipation of the PHR certificate exam.



Offers, Contracts, and Exit from the Organization

Web-based training

Found in eLMS

Length: 3 Hours

- Do you know how to handle the challenges surrounding an employee's exit from an organization?
- Have you felt uneasy with the **legal and interpersonal hurdles** that you confront during an employee's exit?
- This course helps you understand the requisites for the hiring and exit processes.
- Interactive scenarios provide examples of situations that you must resolve in HR.
- Test questions in this course help you review material in anticipation of the PHR certificate exam.

